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Director

COMMUNITY AND SENIOR SERVICES OF LOS ANGELES COUNTY

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"To Enrich Lives Through Effective And Caring Service"

BOARD OF SUPERVISORS

GLORIA MOLINA
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October 7, 2008

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**LOS ANGELES COUNTY AREA AGENCY ON AGING
FISCAL YEAR 2007-08 AREA PLAN YEAR-END REPORT
(ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

SUBJECT

The California Department of Aging (CDA) requires all Area Agencies on Aging (AAA) to submit an Area Plan Year-End Report that provides yearly information of the progress AAAs are making on achieving goals and objectives identified in the Area Plan. The Los Angeles County AAA Fiscal Year (FY) 2007-08 Area Plan Year-End Report fulfills this requirement; and it also becomes a public record that informs the public and policy-makers, locally and statewide, of the activities being conducted to address local needs and meet the goals and objectives identified in the Area Plan.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the FY 2007-08 Area Plan Year-End Report (Attachment A).
2. Authorize the Director of Community and Senior Services (CSS), or designee, to sign the Letter of Transmittal (Attachment B) on behalf of the Chair of the Board and submit the Year-End Report to the CDA.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The recommended actions are necessary to allow CSS to submit the FY 2007-08 Area Plan Year-End Report to the CDA for approval. CDA approval of the Area Plan Year-End Report is a required condition of the State's agreement with the AAA.

Implementation of Strategic Plan Goals

The activities identified in the Year-End Report support the Countywide Strategic Plan Goals of Service Excellence, Organizational Effectiveness, and Fiscal Responsibility.

Performance Measures

All agencies contracting with CSS are required to develop benchmark criteria for each of their performance standards. CSS will assess the agencies' performance during each monitoring visit.

FISCAL IMPACT/FINANCING

The activities described in the Year-End Report are financed by the Federal Older Americans Act (OAA), State, and local funds.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Year-End Report provides a retrospective account of progress made by the AAA in meeting specified goals and objectives identified in the Department's Area Plan during the preceding FY 2007-08. County Counsel has reviewed and approved Attachment A as to form.

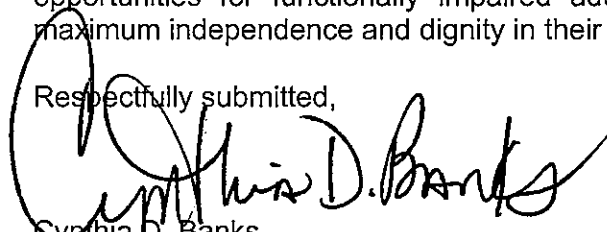
The report provides a performance status report to the community and the CDA, and the CDA uses it to report to federal and State officials on AAA activities, achievements, and significant barriers to local goals. It reaffirms the important role of the AAA in the local Planning Service Area as the advocate, planner, and administrator of programs for older adults and functionally impaired adults. The report includes:

- Accomplishments and highlights of the AAA and its partners' collaborative activities.
- Narrative on the status of goals and objectives set for the preceding year, which includes program development, emergency preparedness and efforts to raise public awareness of the AAA's mission and available services.

IMPACT ON CURRENT SERVICES

Approval of the FY 2007-08 Area Plan Year-End Report will enable the AAA to continue with its home- and community-based long-term care initiatives and programs. These programs provide opportunities for functionally impaired adults and older adults to live out their lives with maximum independence and dignity in their own homes and communities.

Respectfully submitted,



Cynthia D. Banks
Director

CDB:MNH:bsp

Attachments (2)

c: County Counsel
Auditor Controller

Appendix XIII – PSA # 19

Year-End Report

Check each applicable planning cycle:

☐ FY 2006-07 ☒ FY 2007-08 ☐ FY 2008-09 ☐ FY 2009-10

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Section I

The purpose of the Year-End Report is to provide a retrospective account of progress made toward specified goals during the preceding Fiscal Year (FY). The Year-End Report provides a performance report for the community and the California Department of Aging (CDA). It reaffirms the important role of the Area Agency on Aging (AAA) as an advocate, planner, and administrator of programs for seniors and adults with disabilities in Los Angeles County.

Accomplishments and Highlights

SEAMLESS SENIOR SERVICES

The Seamless Senior Services project was initiated in order to identify approaches to integrate services for seniors in Los Angeles County. Los Angeles County's Chief Executive Office (CEO) established an aggressive timeline for the County to complete all phases of the project and provide a final report to the County's Board of Supervisors. Community and Senior Services' Director was tasked to head this effort, which involved convening representatives from the multiple sections in each County department. Community and Senior Services' Director was tasked to head this effort, which involved meeting with representatives from the multiple sections in each County department. The group is comprised of over 123 managers and staff from 26 departments. The primary tasks of the taskforce include the following: 1) Complete an inventory of services the county provides to seniors; 2) Identify "low hanging fruit" or quick changes the County can make, if any, to integrate services; 3) Identify data for each one of the County's programs; and 4) Identify a list of alternatives the County may have to integrate services.

In order to complete the above tasks, four workgroups were created. Each workgroup contains representative from departments that offer services to seniors. The workgroups provide a smaller setting for participants to discuss issues and ideas on how to integrate services. The four workgroups created and their focus is as follows:

Supportive Services Workgroup

Supportive Services are essential services for seniors to live safely in their homes and communities. The key services in this category include housing, transportation, case management, legal assistance, information and referral and caregiver services.

Accomplishments and Highlights (cont.)

Health and Well-Being Workgroup

Health and Well-Being services help seniors remain healthy, mentally alert and physically active. The key services in this category include adequate health care, nutrition, mental health, recreational activities and in-home/day care support.

Income Support

Many seniors need cash payments to enable them to live independently in a community setting, which may include government benefits. Some of these benefits are Supplemental Security Income, disability payments, General Relief and energy assistance. Employment and training programs also assist seniors in gaining the skills needed to secure employment and promote economic independence. The two components in this category are government benefits and employment.

Prevention & Intervention

Prevention and Intervention services are necessary due to abuse, neglect and exploitation of seniors and dependent adults. To combat the abuse and increase sophistication of abusers, further integration of services of services is needed. Key components of this category are law enforcement, investigation, prosecution and fraud prevention and detection.

PUBLIC HEARINGS

Community and Senior Services (CSS) conducted six public hearings, four jointly with the City of Los Angeles Department of Aging (LADOA). The hearings were conducted throughout Los Angeles County and the City of Los Angeles in February and March 2008. One of the Public Hearings was a joint meeting for the Advisory Councils from the County and City. The County and City Advisory Council Presidents presided over the hearings. Topics discussed during the hearings included Emergency Preparedness, Inter-Agency Cooperation, Outreach and other general areas that were brought up by the public. The feedback received during these hearings served as a valuable tool in assisting the Department with refining its focus and highlighting ways to assist in achieving the objectives identified in the Department's Area Plan for 2005-09 and 2008-09 Area Plan Update.

OLDER AMERICANS RECOGNITION MONTH

Older Americans Recognition Month was observed in May 2008. The County of Los Angeles' Board of Supervisors honored 91 seniors from cities and Mayors' offices within the five supervisorial districts. The ceremonies were held as follows: May 14, 2008 for District 4; May 23, 2008 for District 5; May 28, 2008 for Districts 1 and 3; and May 29, 2008 for District 2. During the awards ceremonies, acknowledgements and a scroll were presented to each senior for their outstanding contributions in their respective communities throughout the county.

Accomplishments and Highlights (cont.)

KNOWLEDGE FAIR

The Department and LADOA co-sponsored two Knowledge Fairs on February 28, 2008 and August 14, 2008, targeting Directors of Community and Senior Centers in the city and county. The theme of the Fair on February 28, 2008 was "Emergency Preparedness" and the August 14, 2008 Fair's theme was Health and Wellness." Over 80 Center Directors and 17 exhibitors attended the fairs. The purpose of the Knowledge Fairs was to provide a forum for Center Directors and organizations to share best practices on how to be prepared in the event of a disaster/emergency and the latest information on Healthy Aging from a national and local perspective.

Highlights of both fairs included speakers addressing the following subjects:

- American Red Cross – How to Prepare for Emergency/Shelter Management
- LA Fire Department (Disaster Preparedness Unit) – "What Now? Emergency Steps to Take After Emergency"
- San Diego County Speakers – Lessons Learned from Past Natural Disasters in Southern California
- June Simmons - Partners in Care on "Healthy Aging from a Local Perspective
- Mireya Pena - Arthritis Foundation
- Bonnie Hart - Food and Nutrition Management Services on the Be Well Program
- Dr. Gary Small on the UCLA 5 Week Memory Training Program
- Demonstrations of different exercise programs that could be implemented at Senior Center

The above topics are critical to Center Directors when preparing for an emergency and protecting the senior population, as well as helping them to improve their overall health and well being. In addition, as an added reinforcement to the Health and Wellness theme, three different healthy salads were served for lunch at the August 14, 2008 Fair from menus prepared by a Registered Dietitian. These salads were also developed with the Baby Boomers in mind based on statistics pertaining to their eating habits.

NUTRITION

In recognition of the Be Well Program's innovative and quality service in multicultural aging and the collaborative efforts between the County and its partners, the Kaiser Foundation, City of Inglewood and Food and Nutrition Management Services, the program received the Network of Multicultural Aging Award in March 2008. The award was presented at the 2008 joint conference of the National Council on Aging/American Society on Aging in Washington D.C.

TECHNOLOGY

The Department implemented the new automated Harmony System which replaced the antiquated AAA DOS system. With this new technology, contractors and departmental staff will be able to input and access data more easily, generate ad hoc reports and have the capability for automated invoicing.

Accomplishments and Highlights (cont.)

TECHNOLOGY (cont.)

Departmental staff will also be able to provide more detailed information to the State as well as manage and track contract agencies' activities more efficiently. The Department also launched its new redesigned website, which provides more detailed information about all the programs and services offered.

COLLABORATIVE ACTIVITIES

In recognition of the joint collaborative efforts between the County and City on the Needs Assessment Survey "Seniors Count", the project received the 2008 Aging Innovations Award at the National Association of Area Agencies on Aging Conference in Nashville, Tennessee. The award was in the category of "Community Planning."

Section II

Because of the success of the first Be Well Program participants' outcomes, the program has been expanded to ten other sites, as well as continuing the program in the pilot city of Inglewood. The first Baby Boomer class (City of Inglewood) celebrated their graduation from the program and participants will continue in the maintenance program.

Also, in an effort to prepare for the increasing senior/baby boomer population, the Department continues to educate staff, AAA Advisory Council members and senior advocates on issues concerning transportation, housing, Lesbian-Gay-Bisexual-Transgender (LGBT) and other key issues.

In order to outreach to the Family Caregiver population, the Department launched a media campaign that included new posters and brochures advertising the program. These materials were distributed to contract agencies, Community/Senior Centers and other organizations. A new web link was also established for easy access to information concerning the Family Caregiver program and services. The new link is: LACountyCares.com.

The Department continued its activities associated with the redesigning/restructuring of its multiple senior program contracts through the unbundling of the funding streams. The process for the Title C1/C2 (Nutrition) Program was completed and the new contracts were let effective July 1, 2008. Request for Proposals (RFP) are still being finalized for the other programs, i.e. Title IIIE (Family Caregiver), Linkages, Title IIIB and others in order to make the programs more effective and tracking of clients associated with each funding stream more efficient.

The Department continues to collaborate with the LADOA on multiple activities, as well as with the Departments of Mental Health and Military and Veterans Affairs, Community Development Commission and Office of Senior Health on older and disabled adult issues. Departmental staff has also continued their support and commitment to the Mental Health Taskforce in addition to attending multiple conferences addressing the mental health needs of seniors and disabled adults.

Section III

Goals and Objectives

Goal 1 Innovation and Growth

Mobilize change through increasing information and assistance capacity. (Objectives 1.6, 1.7, 1.8, 1.10, and 1.11)

In an effort to train and provide resources to nutrition service providers, the AAA Nutritionist and Effective Nutritional Health Assessment and Networks of Care for the Elderly (ENHANCE) Registered Dietitians provide multiple educational classes monthly. These sessions continue to be a valuable forum for providing information in addition to providing one-on-one consultation to high risk clients who are a part of the nutrition program. The Dietitians also continue to review medications, discuss interaction between medications and dietary concerns with seniors.

The Dietary Administrative Support Services (DASS) staff, which contracts with Consulting Nutritional Services, continues to provide centralized dietary services and oversight at food production locations for AAA nutrition service providers. ENHANCE and DASS both continue to help ensure that the nutritional needs of seniors are being met in the most efficient and individually sensitive manner.

Additionally, in the Be Well Program, through the use of pre/post tests with baseline measures collected before enrollment and later in the program, individuals participating are monitored for a host of measures, including the following:

- Improved health outcomes from the program which will be measured by improvements in weight, blood sugar levels, blood pressure, nutrition risk scores, body mass index, lipids, hemoglobin and other critical factors.
- Demonstrate lower use of emergency rooms and hospitals in the six months following enrollment in the program as compared to the six months prior to enrollment.
- Demonstrate lower depression levels following enrollment in the program as measured by the factors established by program administrators.

The Department continued to administer the Senior Farmers' Market Nutrition Program, coordinating the distribution of coupons to purchase fruits and vegetables at local farmers markets to low-income seniors.

The Department implemented multiple changes pertaining to Information and Assistance (I&A) in order to expand and improve its outreach activities to the community and raise public awareness of AAA programs. One of which is the enhancement of the I&A telephone system to include linkage to 211, Adult Protective Services and other features including call routing, call tracking and statistical reports. Also, the County partnered with the City's I&A to develop a uniformed Virtual Referral System.

Goal 1 Innovation and Growth (cont.)

Training of I&A staff continues to be a priority of I&A and AAA managers, as well as regular meetings with the staff to keep them abreast of multiple activities and/or enhancements associated with senior and disabled adult programs. In addition, the I&A Specialists attended a nationwide conference in Texas in May 2008 on effective outreach strategies. At the conference, they were provided a manual to study the standards of Alliance Information Referral Specialists (AIRS), to become certified as Certified Information and Referral Specialist on Aging. Currently, one I&A Specialist has successfully completed the AIRS certification and one more is scheduled to take the exam before December 2008.

Training of departmental staff, additional community education, development of new brochures and informational material are all a part of the Department's efforts to increase awareness of services. Other activities included in this effort include the following:

- A new AAA brochure was finalized and will be distributed at community functions, fairs, Community/Senior Center, to contractors, and during all I&A outreach activities.
- Collaboration with stakeholders to discuss training needs and how to more effectively outreach to older adults, adults with disabilities and caregivers continues. Increased efforts are also being made to access hard to reach populations.
- Presentation was provided to the Advisory Council on LGBT by a staff person from the Los Angeles County Gay and Lesbian Center.
- CSS expanded its existing community partnerships with the Community Development Commission, Department of Military and Veteran Affairs, Department of Mental Health and Los Angeles Homeless Services Agency to address the unmet needs of older adults and adults with disabilities.
- AAA Advisory Council Speakers' Bureau conducted 55 presentations in communities throughout the County. Informational packets containing information of services available to seniors and disabled adults were disseminated to organizations and senior groups.
- County AAA collaborated with the City's Department of Aging to implement the Network of Care website, which allows the public to have access to information on services in the City and County pertaining to older women's issues transportation, etc.

The Emergency Coordinator for the AAA developed the Emergency Preparedness Plan, after collaborated with the State, City of Los Angeles, stakeholders and other counties. In addition, an Emergency Preparedness Team, made up of City and County Community/Senior Center Directors was formed. Also, departmental staff continues to participate in meetings with the Office of Emergency Management, as well as Golden Guardian and any other exercises pertaining to preparation in the event of an emergency.

Goal 1 Innovation and Growth (cont.)

In addition, the Department has included language pertaining to Emergency Preparedness in all of the new contracts. Contract Compliance section will continue to include this as part of their monitoring items to ensure that contractors have a comprehensive emergency preparedness plan, are aware of their responsibilities when responding to a disaster and are in compliance with requirements pertaining to emergency preparedness. This requirement will continue to be a part of every contract let by the County.

Year-End Status: The above activities will continue through the end of the Area Plan period.

Goal 2 Customer Value

Increase capacity of adults with disabilities and older adults to maintain their independent living status through self-directed care and information and assistance. (Objectives 2.8, 2.9, 2.13 and 2.14)

AAA staff is currently in the process of redesigning the Integrated Care Management Program. Programs will now be based on funding streams, i.e. Linkages, Title IIIB, etc. As part of the redesign, new performance standards and outcome measures will be established. The Requests for Proposals for the multiple programs are projected to be released no later than early 2009.

AAA staff continues to work with the department's Contract Compliance Section to ensure that contractor documents are being reviewed and measurements are in place to assess contractor performance in accordance with program requirements.

CSS in partnership with Consultant Nutrition Services (CNS) established a Distinguished Site Award. Awards continue to be presented to multiple nutrition sites at a ceremony held in the first part of every year.

ENHANCE Registered Dietitians (RD) continue to partner with local pharmacists to educate seniors about drug-to-drug interactions in addition to food-drug interactions and the dangers involved. The Department's collaboration with Department of Public Social Services' In-Home Supportive Services Social Workers continues to ensure seniors receive information about drug interactions when the Social Workers make their home calls. The RD's continue to provide multiple disease prevention clinics and promotions at congregate meal sites, as well.

The Department's Senior Community Service Employment Program (SCSEP/Title V) provides part-time, on-the-job training for older adults. Eligible persons are Los Angeles County residents, 55+ years of age, unemployed and whose income falls within federal low-incomes guidelines. The goal of the program is unsubsidized employment of older workers. In Fiscal Year 2007-08, all 266 slots were filled for the SCSEP/Title V program, providing over 200,000 hours of service to the community and 24 new host agencies were added to the program.

Goal 2 Customer Value (cont.)

The SCSEP Program Director continued to conduct quarterly training sessions for participants of the programs and annual training sessions for Host Agencies. In addition, the Program Director continues to staff the AAA Advisory Council Employment/Transportation committee. When necessary, she provides training and information on the program to the committee members. SCSEP continue to participate in community events, including job fairs.

AAA staff continues to work with the Ombudsman contractor to ensure that they maintain a presence and oversee activities associated with skilled nursing and residential care facilities. The complaint process is also monitored by the AAA to ensure consistency of responsiveness to complaints and compliance with guidelines. In addition, any new guideline and/or regulations issued by the State are shared with the Ombudsman contractor.

Year-End Status: The completion dates for the objectives were extended through the end of the Area Plan period.

Goal 3 Operational Excellence

Optimize adults with disabilities and older adult capacity to maintain their independent living status. Develop the infrastructure to support both program and the core role of the AAA, information and access. (Objectives 3.1, 3.4 and 3.8)

AAA staff is currently in the process of redesigning the Integrated Care Management Program. Programs will now be based on funding streams, i.e. Linkages, Title IIIB, etc. As part of the redesign, new performance standards and outcome measures will be established. The Requests for Proposals for the multiple programs are projected to be released no later than early 2009.

The departmental website was redesigned and went live in April 2008. Before the site went live, stakeholders and the AAA Advisory Council had an opportunity to view the site for input. The new website provides more detailed information about the programs and services the department offers. However, the department continues to review the site to determine if enhancements are still needed.

Year-End Status: The completion dates for the objectives were extended through the end of the Area Plan period.

Section IV

The AAA Nutritionist and ENHANCE Registered Dietitians (RD) continued to provide monthly educational classes to the Nutrition Project Directors and their staff on how to complete the Nutrition Screen as well as fall prevention training. The Be Well Program also addressed some of the issues pertaining to depression, diabetes and other related concerns affecting seniors.

Section IV (cont.)

In reference to medication management, the AAA Nutritionist and ENHANCE RD's continue to work with pharmacist and IHSS Social Workers from the DPSS to review individual seniors' medications. Training, education and one-on-one consultation with seniors on drug-drug and food-drug interactions continue as well. Presentations continue to be conducted at Community/Senior Centers on medication management and disease prevention.

Section V

The plans for the expansion and enhancements of the I&A system, as cited in Section III, Goal 1 above, were part of the Program Development activities. Improvements and/or enhancements to the telephone and referral system were completed; however, the department is looking into further enhancements for the I&A system through the Harmony System, the Department's new Management Information System. These enhancements are currently under evaluation.

The development activities pertaining to the Department's redesign of the website were completed with the launch of the new site in April 2008. However, the Department continues to assess ways to improve the site, as well as seek input from its partners, the public and other organizations on whether the site is easy to access, use, and whether additional information is needed.

Section VI

The following is a summary of activities for the year and continued activities:

- The stakeholder meetings with contracted agencies continued in order to keep them abreast of departmental activities associated with their programs and get feedback as to their needs and issues. These meetings also serve as a platform to include contractors in discussions on how to improve and increase the services provided to seniors and disabled adults.
- The Knowledge Fairs for the Community/Senior Center Directors continued and topics were expanded in order to provide valuable information to center directors that will help them in providing programs that increase the overall well-being of seniors and disabled adults and attract the increasing Baby Boomer population to their centers
- AAA Advisory Council members continue to advocate with the legislature in support of bills that support senior programs.
- The Be Well Program was expanded to ten additional sites and will continue to be evaluated for its effectiveness and possible expansion to other sites.
- Collaboration with the caregiver contractors will continue in order to increase awareness and improve the services provided. In addition, as part of the new RFP for the caregiver program, expanded services have been included, including those for grandparents.
- Continue collaboration activities with the Department of Mental Health, Military and Veterans Affairs, homeless organizations, LADOA, other partners in order to better serve the seniors and disabled adults in the County of Los Angeles.

Section VI (cont.)

- Expansion of I&A will continue and assessment on continued improvement to the phone system will continue.
- The Nutrition RFP was released and contracts are in place. In addition, new vehicles were purchased for some of the Nutrition contractors in order to reduce the home-delivered meals waiting lists.
- The Department's new website was launched, as well the new automated Management Information System (Harmony) for AAA.
- The Seamless Senior Services taskforce was established to identify ways to integrate services for seniors that are provided by multiple county departments. This activity will continue and a final report will be provided to the Board in the first part of 2009.

CSS will continue to be an advocate for seniors and disabled adults. Presentations to community groups, participation in fairs, collaboration with partners and other outreach activities that have proven to be effective strategies for increasing awareness of AAA programs and services will continue.

TRANSMITTAL LETTER

LOS ANGELES COUNTY

PSA Number: 19

☐ FY 05-06☐ FY 06-07☒ FY 07-08☐ FY 08-09

This Area Plan Year-End Report is hereby submitted to the California Department of Aging for approval. The Governing Board and the Advisory Council have each had the opportunity to participate in the review and comment on the Year-End Report. The Governing Board, Advisory Council, and Area Agency Director actively support the planning and development of community-based systems of care and the objectives set forth in the 2005-2009 Area Plan.

We the undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older adults and adults with disabilities, their families and caregivers in this Planning and Service Area. By signing below, we confirm that we have had the opportunity to participate in the planning process of activities related to the Area Plan and this Year-End Report.

1. (Signed) _____
Supervisor Yvonne B. Burke
Chair, Governing Board
Date _____
 2. (Signed) Zelda Hutcherson
Zelda Hutcherson, President
Area Agency on Aging Advisory Council
Date 9/23/2008
 3. (Signed) Cynthia D. Banks
Cynthia D. Banks, Director
Community & Senior Services, Area Agency on Aging
Date 9-24-08
-